REVISED:

07/01/2026
01/18/2025

Submitted:

02/10/2026
12/17/2024

JOB TITLE:	~~EXECUTIVE ADMINISTRATOR OF INFORMATION SECURITY & CYBER GRC~~ EXECUTIVE DIRECTOR ENGINEERING & OPERATIONS
DIVISION	~~TECHNOLOGY~~ BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II GRADE ~~14~~ 13
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8428
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Directs and oversees the day-to-day operations of the District's Information Security & Cyber GRC unit that includes Cybersecurity operations, data governance, digital privacy, and physical security support. Assumes overall responsibility for planning and implementing new cyber systems, evaluating advances in information security, and developing managerial and technical abilities in the staff; acts as the ~~chief~~ contact between the District's Information Security and those outside the unit. Leads the development, implementation, and sustainability of a comprehensive information security program to protect the district's sensitive data, including student and employee information, financial records, and intellectual property.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Works closely with appropriate District Engineering & Operations leaders and other Technology staff to integrate security into the district's technology infrastructure
Works closely with the Executive Officer Information Technology ~~District's stakeholders~~ and provides support ~~leadership~~ in the planning and development of the District's short-term and long-term information security capabilities based on annual and long-range goals of the Technology ~~Division~~ department ~~which are recommended by the Superintendent and approved by the Board of Education~~
Formulates and recommends Cyber GRC policies and programs that guide the organization in maintaining and improving security posture; works closely with the ~~Chief Information~~ Executive Officer Information Technology to draft District technology standards to promote and sustain security
Drives business continuity planning and implementation by initiating Business Impact Analyses and aligning those with disaster recovery efforts
Oversees the implementation and maintenance of security tools and technologies, such as firewalls, intrusion detection systems, and data loss prevention solutions to ensure the security of the district's network, systems, and applications
Establishes cybersecurity project priorities and reviews, analyzes, and approves the department's operational and project budgets
Champions and oversees the development of cybersecurity training programs for the district
Works closely with the Kentucky Department of Education (KDE) to ensure the District's technology infrastructure remains compliant with the KDE guidelines and mandates
Stays abreast of relevant federal and state regulations, such as FERPA, COPPA, and HIPAA; develop and implement compliance programs to meet regulatory requirements
Identifies technology trends and provides leadership in the evaluation and selection of the District's technology equipment and software systems as well as assess the risks that may impede the business
Oversees physical security support and badging operations to help improve safety for the district

Supervises recruitment, training, retention, and organization of assigned staff in accordance with the District's hiring and personnel policies
Establishes standards of performance and monitors conformance for assigned staff (through performance reviews) and cybersecurity vendors (through service level agreements)
Shares knowledge, mentors, and educates staff and management with regard to the District's cybersecurity opportunities and challenges
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Master's Degree
Five (5) years of successful administrative experience directing large-scale information technology division, with seven (7) years total information technology experience
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS
Prior experience with school-related technology
Experience with instructional technology and school district information technology
Experience in a diverse workplace

JOB TITLE:	EXECUTIVE DIRECTOR ENGINEERING & OPERATIONS
DIVISION	BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II GRADE 13
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8428
BARGAINING UNIT:	CLAS

REVISED: Submitted:

07/01/2026   02/10/2026

SCOPE OF RESPONSIBILITIES

Directs and oversees the day-to-day operations of the District's Information Security & Cyber GRC unit that includes Cybersecurity operations, data governance, digital privacy, and physical security support. Assumes overall responsibility for planning and implementing new cyber systems, evaluating advances in information security, and developing managerial and technical abilities in the staff; acts as the contact between the District's Information Security and those outside the unit. Leads the development, implementation, and sustainability of a comprehensive information security program to protect the district's sensitive data, including student and employee information, financial records, and intellectual property.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Works closely with appropriate District Engineering & Operations leaders and other Technology staff to integrate security into the district's technology infrastructure

Works closely with the Executive Officer Information Technology and provides support in the planning and development of the District's short-term and long-term information security capabilities based on annual and long-range goals of the Technology department

Formulates and recommends Cyber GRC policies and programs that guide the organization in maintaining and improving security posture; works closely with the Executive Officer Information Technology to draft District technology standards to promote and sustain security

Drives business continuity planning and implementation by initiating Business Impact Analyses and aligning those with disaster recovery efforts

Oversees the implementation and maintenance of security tools and technologies, such as firewalls, intrusion detection systems, and data loss prevention solutions to ensure the security of the district's network, systems, and applications

Establishes cybersecurity project priorities and reviews, analyzes, and approves the department's operational and project budgets

Champions and oversees the development of cybersecurity training programs for the district

Works closely with the Kentucky Department of Education (KDE) to ensure the District's technology infrastructure remains compliant with the KDE guidelines and mandates

Stays abreast of relevant federal and state regulations, such as FERPA, COPPA, and HIPAA; develop and implement compliance programs to meet regulatory requirements

Identifies technology trends and provides leadership in the evaluation and selection of the District's technology equipment and software systems as well as assess the risks that may impede the business

Oversees physical security support and badging operations to help improve safety for the district

Supervises recruitment, training, retention, and organization of assigned staff in accordance with the District's hiring and personnel policies

Establishes standards of performance and monitors conformance for assigned staff (through performance reviews) and cybersecurity vendors (through service level agreements)

Shares knowledge, mentors, and educates staff and management with regard to the District's cybersecurity opportunities and challenges
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Master's Degree
Five (5) years of successful administrative experience directing large-scale information technology division, with seven (7) years total information technology experience
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS

Prior experience with school-related technology
Experience with instructional technology and school district information technology
Experience in a diverse workplace

JOB TITLE:	~~EXECUTIVE ADMINISTRATOR OF~~ DIRECTOR SUPPORT & DELIVERY
DIVISION	~~TECHNOLOGY~~ BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II, GRADE ~~14~~ 12
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4070
BARGAINING UNIT:	CLAS

REVISED:

Submitted:

07/01/2026

02/10/2026

~~01/18/2025~~

~~12/17/2024~~

SCOPE OF RESPONSIBILITIES

Oversees the support and delivery of technology throughout the District. Ensures outstanding customer service support is provided for all students and staff, manage the logistics of student instructional devices to support equitable access, and provide best practices by establishing policies and procedures. Envisions digital enablement opportunities for the district and help bring them to reality. Develops a culture of teamwork across the organization and foster a passion for supporting our students, schools and district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads and mentors staff in scaling the District-wide distribution of instructional devices through active management of student and staff workstations

Conducts ongoing research to improve service desk operations to provide consistent, yet personalized support, with standardized documentation for enhanced user experience

Supports technology transformation efforts across the district by facilitating collaboration with other organizational departments while ensuring shared accountability and enterprise outcomes

Directs the workflow of project planning and management of business-critical supported technologies in the District for student and staff instructional device deployment and support

Ensures systems are in place to support the equitable distribution of technology funding to maximize its impact

Conducts ongoing research to improve on-site technical support processes and techniques to maximize efficiency and customer satisfaction

~~Oversee~~ Supports the Executive Officer Information Technology with the completion of state reporting documents including the Digital Readiness Report and Technology Activity Report

~~Develop and monitor the budget for purchasing technology, as well as, managing the operational budget for division; ensures budget estimates are complete, accurate, and conforms with regulations and best practice~~

Initiates and coordinate digital enablement opportunities with external stakeholders

Evaluates staff as assigned

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs.,

standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Master's degree
Five (5) years of experience in ~~instructional~~ technology, including three (3) of the years in a supervisory position
Current experience in using instructional technology
Demonstrated ability to clearly communicate technical ideas and concepts to others
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree Computer Science
Experience in education system applications
Five (5) years of teaching or school administration experience
Experience in a diverse workplace
Kentucky certification in administration and/or supervision

JOB TITLE:	DIRECTOR SUPPORT & DELIVERY
DIVISION	BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II, GRADE 12
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4070
BARGAINING UNIT:	CLAS

REVISED:
07/01/2026

Submitted:
02/10/2026

SCOPE OF RESPONSIBILITIES

Oversees the support and delivery of technology throughout the District. Ensures outstanding customer service support is provided for all students and staff, manage the logistics of student instructional devices to support equitable access, and provide best practices by establishing policies and procedures. Envisions digital enablement opportunities for the district and help bring them to reality. Develops a culture of teamwork across the organization and foster a passion for supporting our students, schools and district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads and mentors staff in scaling the District-wide distribution of instructional devices through active management of student and staff workstations

Conducts ongoing research to improve service desk operations to provide consistent, yet personalized support, with standardized documentation for enhanced user experience

Supports technology transformation efforts across the district by facilitating collaboration with other organizational departments while ensuring shared accountability and enterprise outcomes

Directs the workflow of project planning and management of business-critical supported technologies in the District for student and staff instructional device deployment and support

Ensures systems are in place to support the equitable distribution of technology funding to maximize its impact

Conducts ongoing research to improve on-site technical support processes and techniques to maximize efficiency and customer satisfaction

Supports the Executive Officer Information Technology with the completion of state reporting documents including the Digital Readiness Report and Technology Activity Report

Initiates and coordinate digital enablement opportunities with external stakeholders

Evaluates staff as assigned

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Master's degree
Five (5) years of experience in technology, including three (3) of the years in a supervisory position
Current experience in using instructional technology
Demonstrated ability to clearly communicate technical ideas and concepts to others
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree Computer Science
Experience in education system applications
Five (5) years of teaching or school administration experience
Experience in a diverse workplace
Kentucky certification in administration and/or supervision

JOB TITLE:	ENDPOINT TECHNICIAN
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 11
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	0000
BARGAINING UNIT:	CLAP

NEW: Submitted:

07/01/2026   02/10/2026

SCOPE OF RESPONSIBILITIES

Oversees real-time inventory tracking and system audits to ensure data precision. Responsible for receiving technology assets and reconciling information across multiple platforms to maintain an up-to-date hardware database.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Deploy pre-packaged software using distribution tools and processes as requested by end users.

Build rapport and elicit problem details from service desk customers.

Escalate incidents with accurate documentation to suitable technician, when required.

Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.

Use remote tools and diagnostic utilities to aid in troubleshooting.

Research solutions through internal and external knowledgebase as needed.

Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.

Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.

Perform all other duties as assigned by supervisor.

PHYSICAL DEMANDS

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Four (4) years experience with current desktop operating systems with at least two (2) years in a customer service or service desk setting.

Application support and advanced computer hardware and software troubleshooting experience

Valid driver's license.

DESIRABLE QUALIFICATIONS
Associate's Degree
Project management experience
Experience with Mobile Device Management Systems

JOB TITLE:	~~CHIEF INFORMATION~~ EXECUTIVE OFFICER INFORMATION TECHOLOGY
DIVISION	ADMINISTRATION
SALARY SCHEDULE/GRADE:	II, Grade ~~18~~ 16
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8494
BARGAINING UNIT:	CLAS

~~NEW:~~ Revised: Submitted:

07/01/2026   02/10/2026
~~07/01/2019~~   ~~06/11/2019~~

SCOPE OF RESPONSIBILITIES

Organizes, plans, directs, supports and implements the District's Information Technology (IT) functions including information and performance technology, ~~computer education support,~~ IT project management, and the District's cybersecurity plan and systems.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supports technology integration to ensure optimal efficiencies for business operations and digital access for students and employee. ~~and instruction to enhance deeper learning for students~~

Oversees IT project management including network infrastructure

Ensures technical support systems are in place for school and District staff and students

Recommends and implements best practices to provide ease of access to technology for students, teachers, and District staff

Plans for comprehensive District needs including ~~curriculum and instruction integration,~~ student technology literacy, professional development and technology goals evaluation

Strengthens cybersecurity plans and systems to ensure data integrity

Keeps current with the latest technologies, identifies new computer and peripheral solutions that meet school campus ~~curriculum~~, central office, and Kentucky Department of Education requirements (including KETS Grant and e-rate grants)

Provides and designs training programs for employees to meet District-wide technology needs; assures responsibilities and accountabilities are understood and assures coordination of activities within the division are accomplished

Develops the operating budget for the organizational unit and assures that all functions operate within the appropriated allotment

Attends all meetings of the Board of Education and provides input as assigned

Supervise and evaluate the performance of assigned personnel

Evaluates staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving driving automotive equipment.~~

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Masters in computer science, engineering or relevant field; or Bachelors with equivalent years of experience in computer science, engineering or relevant field
Five (5) years of experience and education required to provide knowledge and ability of responsibilities
Knowledge of IT systems and infrastructure
Solid understanding of data analysis, budgeting and business operations
Ability to express ideas and concepts clearly and concisely in both oral and written form; use language and medium appropriate to audience
Reputation for integrity, transparency, and accountability with sound technical skills, analytical ability, and good judgment
Effective communication skills

DESIRABLE QUALIFICATIONS
Advanced preparation or certification in computer Science or relevant field
Background in designing/developing IT systems and planning IT implementation
Experience in a diverse workplace

JOB TITLE:	EXECUTIVE OFFICER INFORMATION TECHOLOGY
DIVISION	ADMINISTRATION
SALARY SCHEDULE/GRADE:	II, Grade 16
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8494
BARGAINING UNIT:	CLAS

Revised: 07/01/2026

Submitted: 02/10/2026

SCOPE OF RESPONSIBILITIES

Organizes, plans, directs, supports and implements the District's Information Technology (IT) functions including information and performance technology, IT project management, and the District's cybersecurity plan and systems.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supports technology integration to ensure optimal efficiencies for business operations and digital access for students and employee.

Oversees IT project management including network infrastructure

Ensures technical support systems are in place for school and District staff and students

Recommends and implements best practices to provide ease of access to technology for students, teachers, and District staff

Plans for comprehensive District needs including student technology literacy, professional development and technology goals evaluation

Strengthens cybersecurity plans and systems to ensure data integrity

Keeps current with the latest technologies, identifies new computer and peripheral solutions that meet school campus, central office, and Kentucky Department of Education requirements (including KETS Grant and e-rate grants)

Provides and designs training programs for employees to meet District-wide technology needs; assures responsibilities and accountabilities are understood and assures coordination of activities within the division are accomplished

Develops the operating budget for the organizational unit and assures that all functions operate within the appropriated allotment

Attends all meetings of the Board of Education and provides input as assigned

Supervise and evaluate the performance of assigned personnel

Evaluates staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Masters in computer science, engineering or relevant field; or Bachelors with equivalent years of experience in computer science, engineering or relevant field

Five (5) years of experience and education required to provide knowledge and ability of responsibilities

Knowledge of IT systems and infrastructure

Solid understanding of data analysis, budgeting and business operations

Ability to express ideas and concepts clearly and concisely in both oral and written form; use language and medium appropriate to audience

Reputation for integrity, transparency, and accountability with sound technical skills, analytical ability, and good judgment

Effective communication skills

DESIRABLE QUALIFICATIONS

Advanced preparation or certification in computer Science or relevant field

Background in designing/developing IT systems and planning IT implementation

Experience in a diverse workplace

JOB TITLE:	IT SUPPORT TECHNICIAN
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 11
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAP

NEW:
07/01/2026

Submitted:
02/10/2026

SCOPE OF RESPONSIBILITIES

Provides a single point of contact for end users to receive support and maintenance within the JCPS computing environment. This includes installing, diagnosing, maintaining, and upgrading all end-user devices and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (by remote tools, telephone, or via chat) in a timely and accurate fashion, and provide end-user assistance where required.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes.

Perform virtual analysis, diagnosis, and resolution of complex computer problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.

Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required deskside service levels.

Assess the need for and implement performance upgrades to end-user devices based on software technical specifications.

Answer to and perform moves, adds, and changes (MAC) requests as they are submitted by line managers.

Where required, administer and resolve issues with associated end-user workstation networking software products.

Receive and respond to incoming calls, service desk tickets, email, or chat regarding equipment incidents.

Perform all other duties as assigned by supervisor.

PHYSICAL DEMANDS

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Four (4) years experience with current desktop operating systems with at least two (2) years in a customer service or service desk setting.

Application support and advanced computer hardware and software troubleshooting experience
Valid driver's license

DESIRABLE QUALIFICATIONS
Associate's Degree
Project management experience
Experience with Mobile Device Management Systems